

To help the financially needy obtain high-quality health care that is affordable, promotes independence, and provides customer satisfaction.



MassHealth Fall 2007 Provider Forum

Ready...Simplified Billing

Simplified Billing - Table of Contents

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Simplified Billing – What Is It?

What is Simplified billing?

Utilizing existing tools to reduce billing time, increase payments and maximize your efforts

What tools do I have?

- Electronic transactions
 - Billing intermediaries, software vendors, your IT department, Provider Claims Submission Software (PCSS)
- Web-based tools
- Billing Guides

Where do I go?

www.mass.gov/masshealth

Simplified Billing – EDI Misunderstandings

If I submit electronically I must get an 835, electronic remittance advice (RA).

This is not true. You can continue to receive your paper RA when you submit electronically.

If I submit electronically there is less information on my paper RA.

This is not true. The same information is reported on the RA whether the claim is submitted on paper or electronically.

I cannot submit electronically because I have to send in attachments.

This is not true. If an electronic claim requires an attachment MassHealth will send a Claim Attachment Form (CAF) requesting the information. Return the CAF form with the required documentation and your claim will adjudicate.

Simplified Billing – EDI Misunderstandings

If I am resubmitting a claim, I have to send it on paper so I can list the TCN number

This is not true. Not all resubmittals require a TCN. A TCN must be included when the original claim was submitted within 90 days and one or more of the following items are changing: service date; revenue code; and/or service code, and/or member ID

I have to submit an adjustment and have to send the former TCN number on the paper claim

This is not true. The 837 transactions allow for the submission of adjustments using the void and replace transactions. Refer to our companion guide or contact our EDI helpdesk.

The cost is too much. I cannot afford to go electronic

This is not true. There are solutions available from the free PCSS software to reasonable billing intermediary and software vendor solutions.

Simplified Billing – Understanding EDI Terms

EDI – Electronic Data Interchange: The exchange of standardized information between computer systems

Implementation Guide – HIPAA manuals outlining the requirements for electronic transactions for claims, eligibility, claim status, etc.

Companion Guide – MassHealth guides that provide specific guidance on implementation guide fields and requirements

HIPAA – Health Insurance Portability and Accountability Act: The Administrative Simplification provisions of the Health Insurance Portability and Accountability Act of 1996 (HIPAA, Title II) required the Department of Health and Human Services (HHS) to establish national standards for electronic health care transactions and national identifiers for providers, health plans, and employers. It also addressed the security and privacy of health data.

Simplified Billing – Understanding EDI Terms

PCSS – Provider Claims Submission Software:
Free software provided by MassHealth to allow providers to submit claims electronically

837 – Electronic claim transaction
issued as 3 separate parts: institutional, professional and dental

COB – Coordination of Benefits: Claims submitted for payment when the member is also covered by another insurer

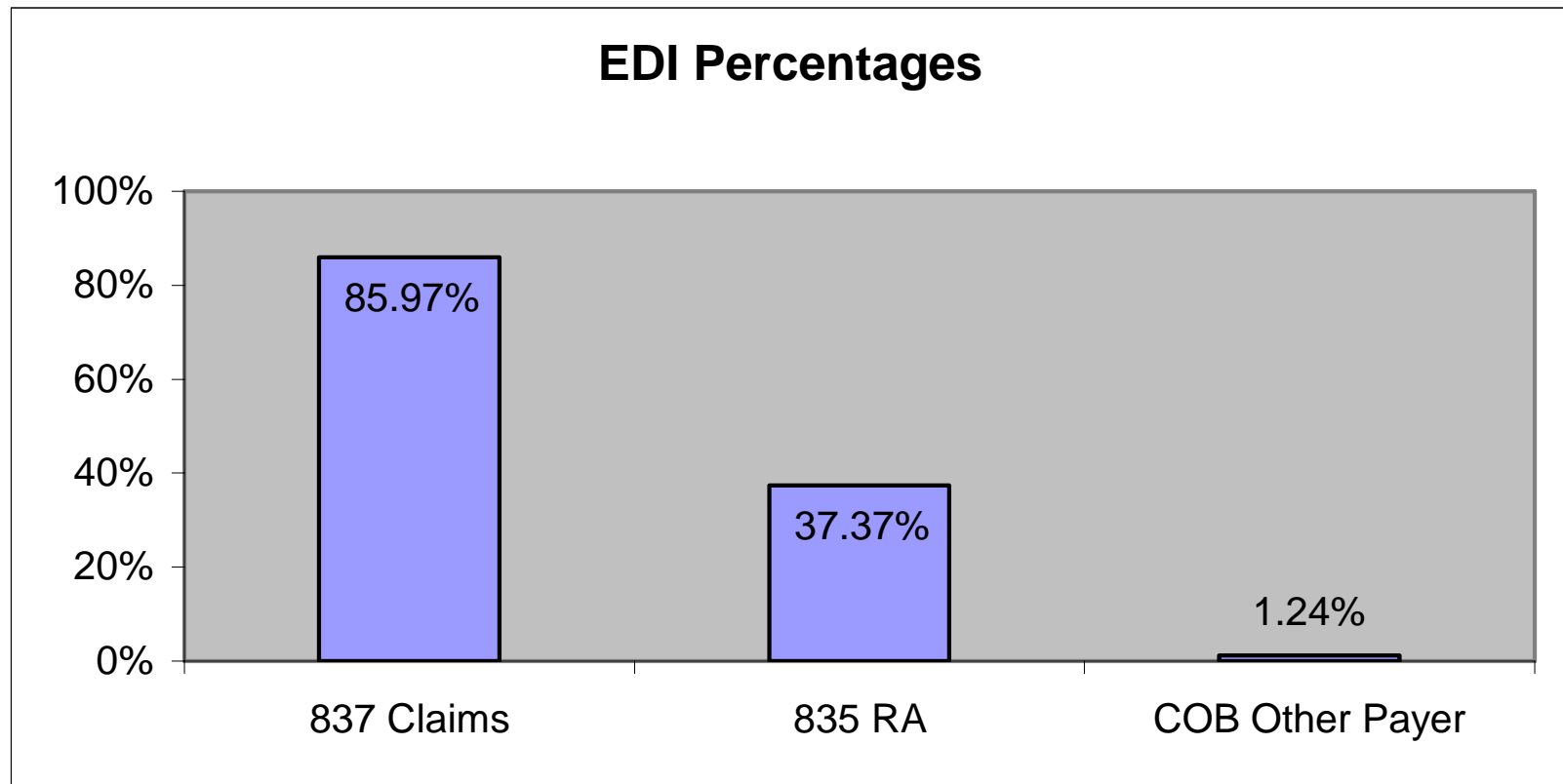
DDE – Direct Data Entry: Web based system that allows providers to enter their claims directly as an electronic transaction into the payers system

835 – Electronic remittance advice: Created to allow providers to automatically post accounts receivables.

Simplified Billing – Mass.gov Tools

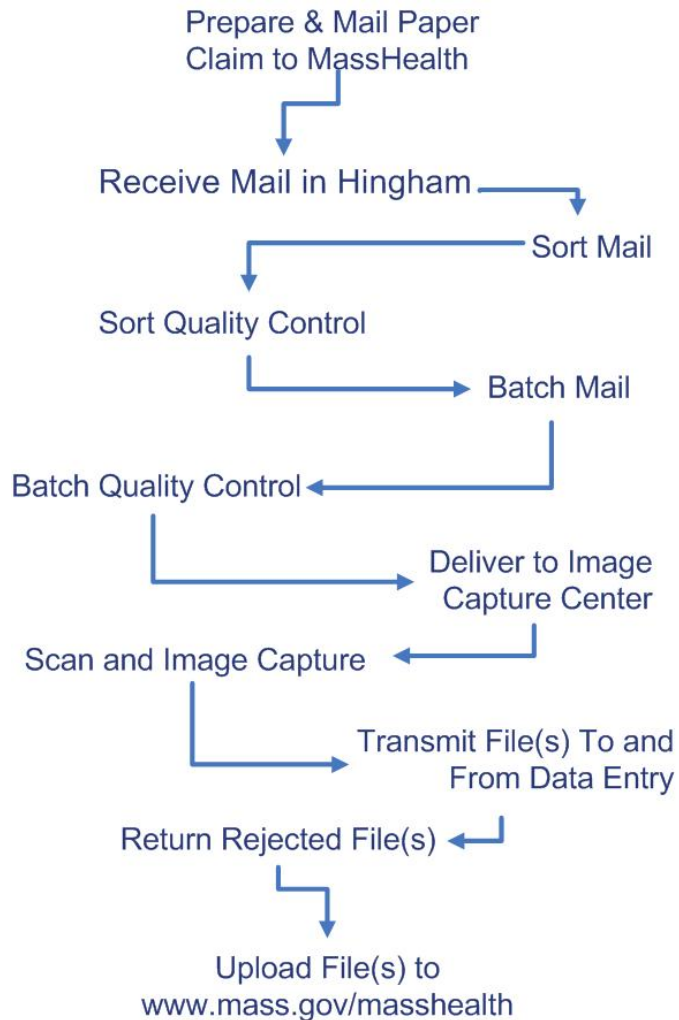
www.mass.gov/masshealth tools

Simplified Billing – Electronic Transactions



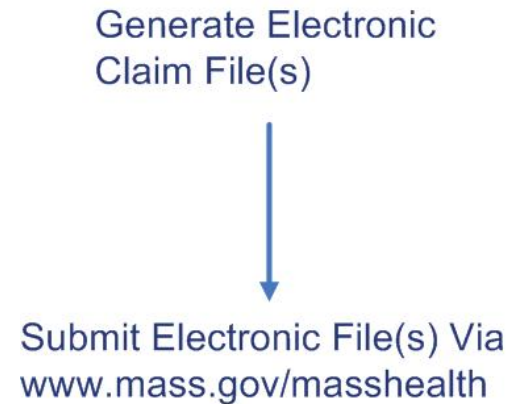
Simplified Billing – Electronic Transactions

Paper Claims Submission

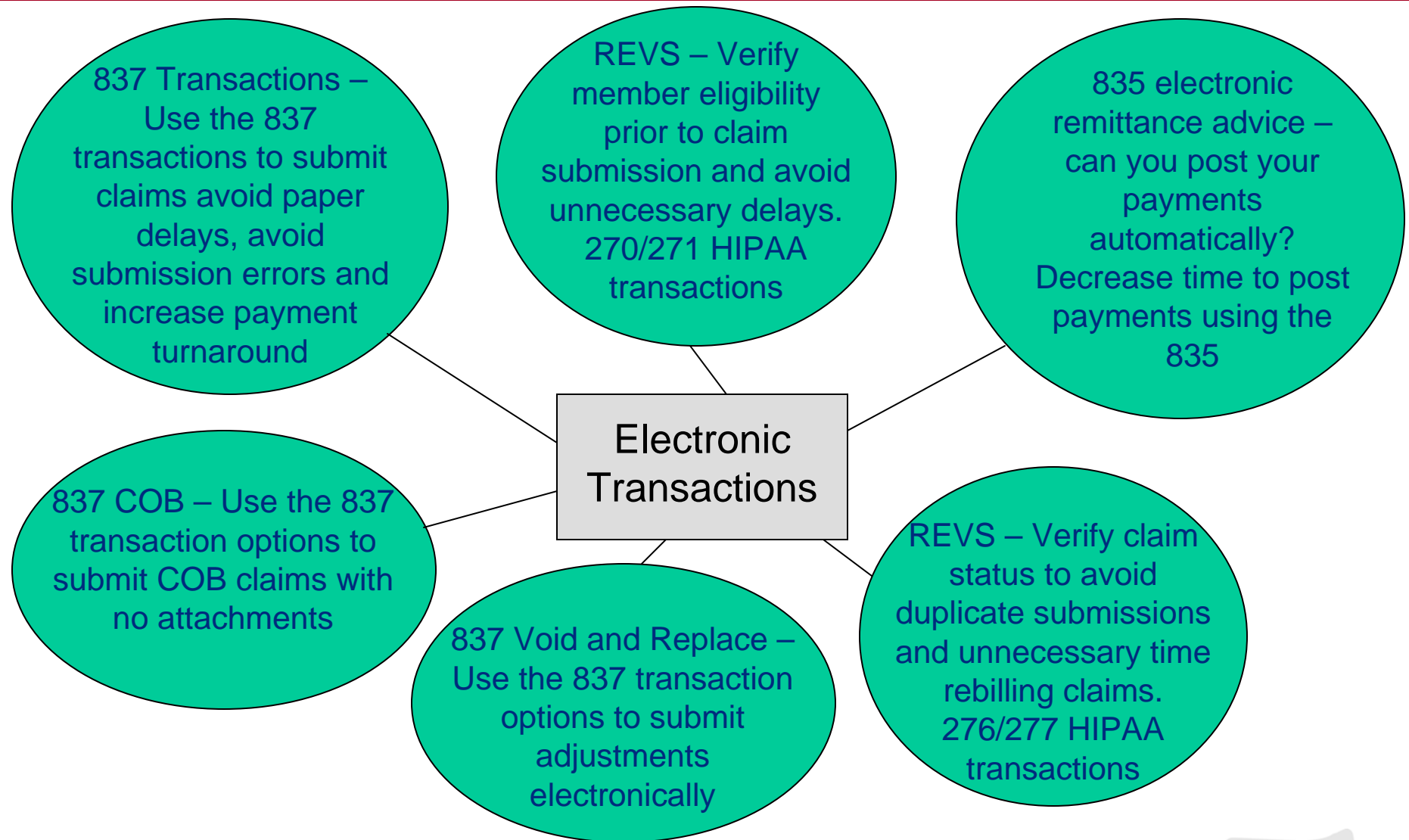


vs.

EDI Claim Submission



Simplified Billing – Electronic Transactions



Simplified Billing – Maximizing EDI Benefits

Maximizing all the Benefits

Void and Replace transaction:

- This feature provides the capability to submit an adjustment electronically

Coordination of Benefits (COB):

- When you bill COB claims electronically, you do not have to send in a copy of the other insurance's *Explanation of Benefits*, so the billing process is quicker and easier

Claims Attachment Form (CAF):

- Claims typically requiring an attachment may be submitted electronically; the claim will suspend for review and a CAF will be sent to the provider

Simplified Billing - Electronic Resources

837 Implementation Guide specifies the required data elements.

- Available at www.wpc-edi.com/hipaa

837 Companion Guides outline the required MassHealth-specific data elements for test and production 837 files.

- The MassHealth **Companion Guides** are available for download from the MassHealth Provider Library, accessible under the “MassHealth Regulations and Other Publications” link on www.mass.gov/masshealth.

MassHealth Approved Vendor List lists all of the approved software vendors and billing intermediaries that have tested with MassHealth and are approved to submit electronic transactions

For more information visit the MassHealth and HIPAA link from the MassHealth home page on mass.gov, then click the Electronic Data Interchange (EDI) and HIPAA Information for Providers link.

Simplified Billing - Electronic Resources

MassHealth offers **FREE** HIPAA-compliant billing software for small to medium volume providers

- PCSS creates and transmits all HIPAA-compliant electronic claims
 - PCSS can capture and retain your provider and patient data
 - Contains a service code listing (includes place of service codes)
 - Cleaner claims and on average 25% fewer errors
 - Less clerical handling frees up your resources
 - Increased cash flow!
- Software can be easily downloaded from our Web site at:
www.mass.gov/masshealth/pcss

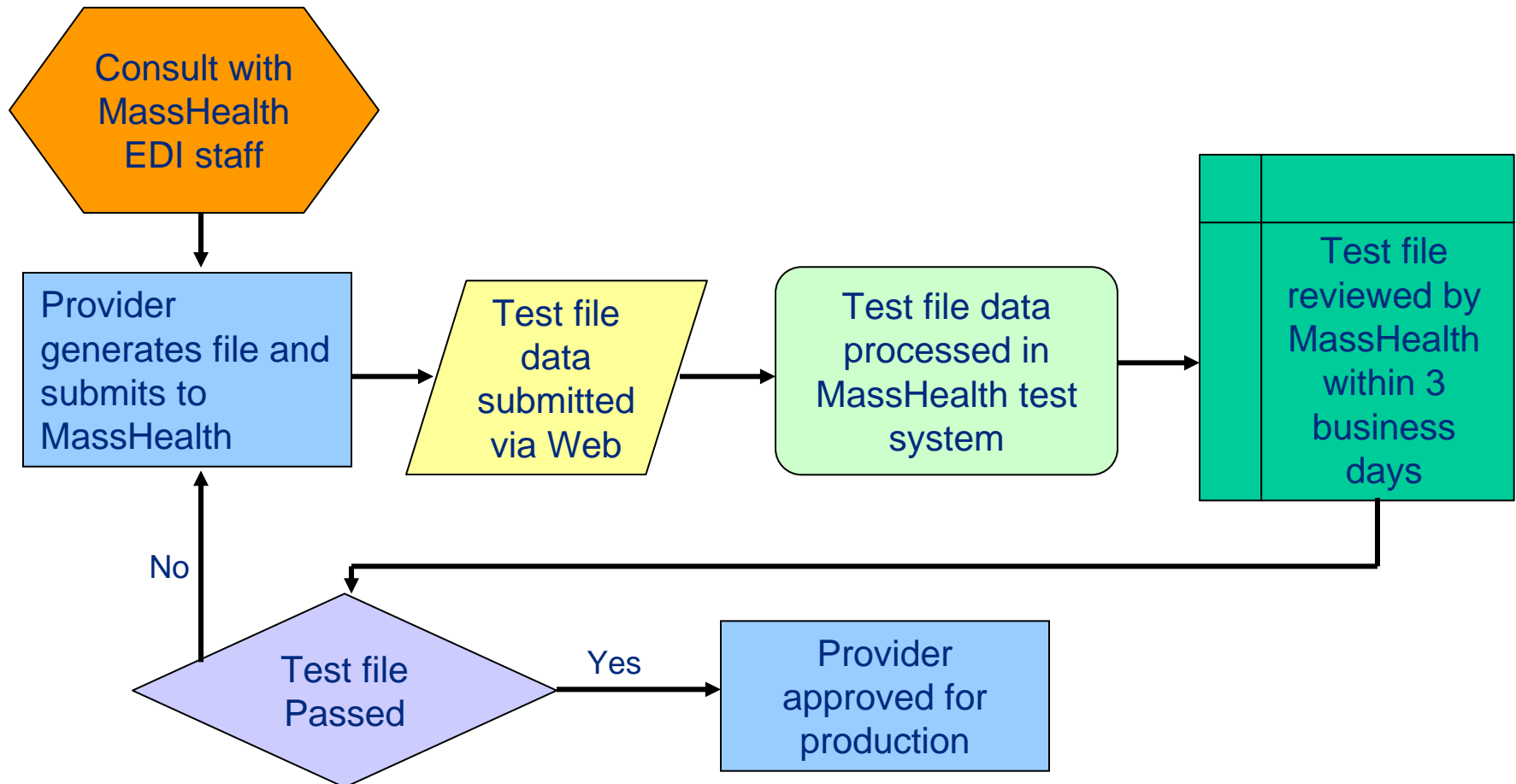
Simplified Billing – Next Steps

MassHealth has a supportive, knowledgeable staff dedicated to EDI support that can work with you on the next steps

- For electronic solutions, contact MassHealth Customer Service:
 - via email at hipaasupport@mahealth.net,
 - via the telephone at 800-841-2900, option 1, then option 4 from 8:00 a.m. to 5:00 p.m.
- For REVS, contact the REVS Helpdesk at 800-462-7738
- Your software vendor or billing intermediary or one of our guest companies here today

Simplified Billing – Next Steps

Testing is fast and easy



Simplified Billing – Questions...

And answers